

Position Description

POSITION TITLE		Office Assistant – Waste Services			
REFERENCE/POSITION NUMBER		1137 (WST0022)			
DEPARTMENT		Infrastructure and Liveability			
ACCOUNTABLE TO		Waste Business Unit Coordinator			
SUPERVISOR		Waste Services Administration Team Leader			
DIRECTLY SUPERVISES		None			
INDIRECTLY SUPERVISES		None			
VOLUNTEERS SUPERVISED		None			
GRADE	6	STATUS	Permanent	TYPE	Part time
LOCATION		Waste Depot			
MOBILE PHONE	No		VEHICLE	Operational use only	
APPLICABLE ALLOWANCES		N/A			
LAST UPDATED		18/03/2024			

OBJECTIVES

- To provide administration support to Council's Waste Services and Environmental Services.
- To assist in the efficient and effective operation of Council's Waste and Recycling Services and Hire and Property Services.
- To provide quick and responsive standards of service to the public, other authorities and internal customers.
- To promote the image of Council's Waste Services as an efficient, courteous, professional and innovative Business Unit.

SELECTION CRITERIA

ESSENTIAL

- Certificate III in Business Administration.
- Class C Licence
- Experience in MS Office Suite.
- Cash handling experience including calculating fees and balance takings.
- Experience preparing reports and correspondence.
- Good communication and customer service skills including conflict resolution skills.
- Ability to multitask and meet strict deadlines.

DESIRABLE

- Knowledge of Council's Waste Services.
- Be able to operate Weighbridge computer system.

ACCOUNTABILITIES

- Carry out weighbridge operations including cash handling, float and banking procedures.
- Answer customer enquiries regarding Waste and Recycling Services and Hire and Property Services including Regional Services.
- Record all Customer Service Requests into relevant location.
- Prepare weekly, monthly and quarterly reports including income statements, fuelling details, external and internal hire charges, State of Environment Reports & DECC Reports.
- Undertake general clerical and office procedures including:
 - Residential Services (Garbage, Recycling, Green Waste)
 - Commercial Services (Garbage, Co-Mingle)
 - Special Events (Hall Hire, Weddings, Xmas & Easter Services)
 - Plant Hire (Bob Cat, Dozer, Caterpillars, Excavators, Mulches, Tippers)
 - Graphs for collection of Waste, Recycling, Green Waste
 - Data input for Waste Auditing
 - Data input for Bin Register (new services, upgrading services, repairs)
- Provide an effective customer service for internal and external customers, responding to enquiries, customer requests and complaints.
- Preparing correspondence, agendas and tender documents.
- Scheduling Council's Recycling collection and other on-call services and maintaining Waste Services Records, data bases and registers.
- Customer Requests Management - CRM (Training provided)
- Relief of Supervisor's Role

CORPORATE RESPONSIBILITIES

All employees are required to adhere to and display council's corporate values:

- **RESPECT AND DIGNITY**
- **INTEGRITY**
- **INNOVATION**
- **TEAMWORK**
- **EXCELLENCE**

WORK, HEALTH, AND SAFETY AND EQUAL EMPLOYMENT OPPORTUNITY RESPONSIBILITIES

In addition to the overall corporate responsibilities listed above and the statements below, you are required to perform your duties in accordance with this Position Description, Council's Code of Conduct, policies, and procedures.

- **Work Health and Safety (WHS)**
- **Certificates of Competency / Licences**
- **Injury Management**
- **Risk Management**
- **Equal Employment Opportunity (EEO)**

DELEGATIONS

FINANCIAL DELEGATION:	\$1,000
RESPONSIBILITY DELEGATION:	Act in accordance with Instrument of Delegation
NO OF CONTRACTS MANAGED:	None
ANNUAL VALUE OF CONTRACTS MANAGED:	None
CONTROL AND MANAGEMENT OF EXPENDITURE PER ANNUM:	No responsibility
BUDGET DEVELOPMENT:	None

CONDITIONS OF EMPLOYMENT

AWARD/AGREEMENT	Local Government (State) Award	
POLICIES:	Employees are to comply with Council's Code of Conduct and Council policies at all times.	
PRE-EMPLOYMENT REQUIREMENTS:	<ul style="list-style-type: none">Physical and mental capability to perform the inherent requirements of the position	
	<ul style="list-style-type: none">Proof of ability to legally work in Australia	
	<ul style="list-style-type: none">Pre-employment screening to Australian Standards in Employment Screening.	
	<ul style="list-style-type: none">Criminal record check	Yes
	<ul style="list-style-type: none">Pre-employment medical	Yes
	<ul style="list-style-type: none">Working with children check	No

I have read the above position description for my role; I accept the responsibility for achieving the above duties and understand that I am accountable for their achievement.

Employee Signature:

Date: